



9P36243
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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.
Serial No.: 09/474,643 Group Art Unit: 3623
Filed: December 29, 1999 Docket No.: 60027.0326US01/BS98041
Title: System and Method for Eliminating an Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8:

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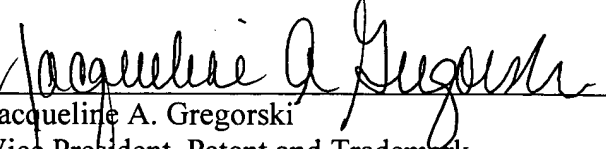
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Dated: 5-6-03

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